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2022 Contract Details

**Welltok General Information**

* For each new benefit cycle for Welltok contracts (American Water, GPI, Dollar General, and Ohio Health), for Returning Clients, please double-check that they have joined (or clicked through) the Coaching ActionCard.
  + This action triggers sessions to show up correctly in the CafeWell profile.

**Welltok: Dollar General**

* Account Manager: Sabryna Liddle
* Dollar General rewards accrued wellness program points on a quarterly basis, and their deadlines are 3/15, 6/15, and 9/15.
  + Because of this, USCW tends to see an increase in new registrations prior to these deadlines, both Tobacco and Well-being because employees do not know whether they are classified as Tobacco as Well-being.
* Reminder: Dollar General benefit cycle ends 9/15/2022 for Well-being. Tobacco clients have through 9/30/2022 to be coached.
* Set your coaching boundaries:
  + Empower your clients to contact CafeWell Customer Service for help. You can screenshot the SOAP history, if desired, to support your client. But encourage them to contact CafeWell C.S. for calls that do not show on their profile.
    - **DGWellsupport@cafewell.com or #833-628-0950**
  + Empower your clients to contact Dollar General HR Shared Services using the following number:
    - **855-ASK DG HR (855-275-3447).**
* **Dollar General Tobacco**
  + If clients are connecting for their 1st coaching session now through end of benefit year, only those that are new hires are eligible for that $480 “Tobacco-free” Premium Credit.
  + Recommend scheduling coaching sessions within 4 weeks or less.
    - This will support adherence to the 6 weeks, 3 days (45-day) requirement between sessions.
  + Tobacco-free $480 premium credit is paid out 4th quarter 2022.
    - Client must be employed by DG at time of payout to receive the amount.
* **Dollar General Well-Being**
  + Clients are allowed 4 sessions. They are rewarded at 45 points each.

**Welltok: GPI**

* Account Manager: Sabryna Liddle
* GPI Non-union new benefit cycle is 9/1/21 – 7/31/22.
* Please note the different incentives and call cadence for the two groups of employees, Non-union and Union.
  + Non-union: 160 pts (80 spouse) after completing 4 coaching sessions; call cadence is flexible – at least 1 week between calls.
  + Union: $100 per quarterly coaching call; spouse has same incentive.
    - **A new Coaching ActionCard is populated each quarter. Client MUST join new card each quarter to generate incentive.**
    - **Must adhere to quarterly coaching sessions (e.g., 1/1-3/31; 4/1-6/30; 7/1-9/30; 10/1-12/31).**

**Welltok: Ohio Health**

* Account Manager: Sabryna Liddle
* Benefit year: January-December 31, 2022
* # of sessions: 4 maximum
* Incentive: 25 points per session
* Please review coaching slide deck if details on wellness program are needed or requested by OHH associates
* **Welltok Customer Service:** [OhioHealth@cafewell.com](mailto:OhioHealth@cafewell.com) or **(833) 833-1049**
* **Ohio Health HR help**
  + HR Resource Center  
    (614) 533.8888  
    [HRRC@ohiohealth.com](mailto:HRRC@ohiohealth.com)
* **Employee Assistance Program:**Ohio Health EAP
  + Click this link <https://www.ohiohealthrewards.com/myrewards/mylife/employee-assistance-program>
  + Or call 614-566-3348 or 800-992-8533
  + Or email [EAP@ohiohealth.com](mailto:EAP@ohiohealth.com)
* **Additional Support**: Well-being Connection Helpline
  + Associates or spouses can call this number 24/7 if they are in distress and they will be connected with a counselor or a chaplain, depending on what they need. The helpline can also be used M-F from 7am-7pm for assistance with well-being resource information and navigation. The number is 614-566-1800.

**Encore Electric**

* Account Manager: Sabryna Liddle
* Small, local Denver account – 4 USCW coaches servicing
* **# of sessions:** 4, with NO incentive
* **Deadline:** End of calendar year

**Welltok: American Water**

* Account Manager: Mary Walinchus
* **American Water Well-Being**
* Shows up in Admin as Welltok: American Water
* **Start/end date**: January 1, 2022 – December 31, 2022
* # **Sessions**: 4 sessions
* **Incentive**: 10 points per session
  + Maximum of 50 points accrued per quarter (1 point = $1) They have a quarterly Safety Gateway activity to earn rewards.
  + Points do not carry over from one quarter to the next.
* **Scheduling Calls**: <http://mywellness.amwater.com/>
  + Like Dollar General, they have to log in through the Welltok Action Card .
* The deadline to complete the HRA is December 31 2022, which is the same deadline to complete the calls.
* **Eligibility:** Employees and Spouses are eligible for general coaching but only employees are rewarded.
* **American Water Tobacco <NEW>**
* **Start/end date**: January 1, 2022 – December 31, 2022
* # **Sessions**: 4 incentivized sessions and 4 optional sessions.
  + - The 4 optional sessions should be communicated as a reward for completing the 4 incented sessions.
  + There are **not** any restrictions to when your client schedules their calls! It is best practice to have at least one week between sessions.
  + **Incentive**: 15 points per session.
    - Maximum of 50 points accrued per quarter (1 point = $1) . They have a quarterly Safety Gateway activity to earn rewards.
    - Points do not carry over from one quarter to the next.
    - Knowing this, clients should be mindful of how many coaching sessions they complete during any one quarter. For example, if the employee does 4 tobacco coaching sessions in one quarter (for a total of 60 points), they will only receive 50 points from coaching because of the quarterly maximum.
  + **Scheduling Calls**: <http://mywellness.amwater.com/>
  + Like Dollar General, they have to log in through the Welltok Action Card.
  + The deadline to complete the HRA is December 31 2022, which is the same deadline to complete the calls.
  + **Eligibility:** employees and spouses who indicate that they are smokers on their HRA are eligible for Tobacco Cessation Coaching, but only Employees (self-attested as smokers on the HRA) are rewarded.

**MINES**

* Account Manager: Mary Walinchus
* NEW: The expiration date is located under the Company in the SOAP notes.
* **Mines & Associates** – 4 sessions (this includes City of Fort Collins) through expiration date. This is the majority of Mines clients.
* **Mines & Associates ACEP** – 3 sessions for these ER physicians through expiration date
  + 128 page resource guide is listed in Bulletin Board (BB)
* **Mines & Associates Team** – 5 sessions annually (Mines employees)
* Reminders
  + Client must call MINES to extend authorization when it is expired or close to expiring
  + Ask each NEW MINES client, “What company do you work for?” and document answer in the “S” section of the SOAP note. We are specifically looking for City of Fort Collins (FOCO)

**Plante Moran**

* Account Manager: Mary Walinchus
* Coaching approved through 12/15/2022!
* Brad has a meeting with Plante Moran so please try to schedule your client calls so he has a good report.
* Coaching is limited to the PM employees on the spreadsheet sent to PM coaches on 9/30/2021.
  + They only show up as ‘active’ on your list.

**SCA**:

* Account Manager: Mary Walinchus
* **Incentive**: $75 wellness bonus per quarter ($300 total for the year) for completing quarterly coaching calls
* **Deadline for Calls**: Last day of each quarter
  + Q1: March, April, May
  + Q2: June, July, Aug
  + Q3: Sept, Oct, Nov
  + Q4: Dec, Jan, Feb
* **Eligibility:** Employee only

**LifeWork Strategies:**

* Account Manager: Mary Walinchus
* **AHC**
* **# sessions:**  Min of 4 coaching sessions to receive credit.
  + Can have as many coaching sessions in a year as needed (up to about 15 sessions).
  + **Start/end date**:  9/16/21 - 9/15/2022
  + Reach out to your clients from last year to let them know health coaching is an option as one of their wellness activities and offer to schedule a call.
* **Condition Management Program  (an option of the AHC health coaching option)**
* 12-week program with 6 coaching sessions.
  + Each quarter, a new cohort of each CM will start.
  + Diabetes or Weight Management, Tobacco Cessation, Hypertension
  + After the program has completed, client can still have as many coaching sessions as needed  (up to 15 about sessions).
* P*articipants must complete the program in its entirety* to receive credit.
  + If they don’t finish the program, they can still receive credit if they complete 4 calls.
* Please reach out to Mary if the client registered later in the cohort or are having challenges scheduling calls with client.
* Please reach out to Mary if an existing AHC client is doing a CM program.
* **CTO**
  + 12 week program geared towards Diabetes Management
  + **# sessions**: 12-week program/Up to 12 **weekly** calls only-no additional calls are allowed for the year when a participant completes the 12-week program.
  + **Incentive**:  N*o* credit is given to this group for program completion.  If they do not complete the sessions, they just miss out on the opportunity.
  + **Spacing**:  weekly calls if the client does 12 calls.  If they are less, then schedule calls every other week.
  + Health coaching is an option for support, they may sign up with LWS for the CTO Diabetes program, but not enroll with coaching.
    - Comprised of individuals who have diabetes and need to better manage their condition, so the coaching sessions will most likely be focused on better managing their diabetes and nutrition.
* **EAP**
* **# sessions:**6 calls per calendar year Jan-Dec
* **Incentive**: None
* There are 12 different companies that work with the EAP.
* Low activity

**Concern Health**

* Account Manager: Mary Walinchus
* NEW: The expiration date is located under the Company in the SOAP notes.
* **Contract Year Start Da**te: January 1 2022
* **Benefit year Deadline**: Varies, see expiration date
* **Deadline for calls**: Click on Info icon to find each client’s “Expiration Date”
* **# sessions**: 4, unless otherwise noted
* **Incentive**: none
* **Call Cadence**:  at least 1 week apart
* **Eligibility:** Employee only
* **Scheduling calls:** Client will log in directly to schedule. [www.uscorporatewellness.com](http://www.uscorporatewellness.com)
* **Overview**: An EAP group consisting of many companies (they are starting with 20 healthcare companies) with more of a focus on Emotional/Mental Wellbeing.The thing that sets them apart is that most clients will not be seeking coaching for topics such as healthy eating, exercise, weight management as a primary goal, but more as a secondary goal (or strategy) for something like stress management.  Ex. Exercise/activity might be an idea to help with stress relief.
* Concern Health is similar to Mines and like most EAP’s, members will contact the EAP service and then from the initial assessment, they will be referred to USCW.   They will be assigned an authorization code and expiration date.

**Missed Call Policy**

**First Missed Appointment**

1. Touch 1: Leave voicemail. Note any relevant deadline in message.
   1. Option recommended action: Text client.
      1. Your client may respond that they can talk or they may need to reschedule.
      2. If they reschedule for a different day, then click Missed Appointment and schedule new appointment on the coaching calendar.
2. Regarding selecting Missed Appointment on the calendar.
   1. Marking a call as missed will trigger the site to immediately send an automated Missed Call email to the client. If the reply to this email, it will come directly to your USCW email inbox.
   2. Only select Missed Appointment if your client does not complete the call on the originally scheduled day.
   3. If you do select Missed Appointment and end up completing the call the same day, then select “Cancel Appointment” so the Missed Appointment in red is now deleted from your calendar.
   4. Add to your calendar a new appointment, in order to support an accurate month-end audit.
      1. You cannot schedule an appointment in the past, so scheduled near the time you had the call.
      2. USCW does share Missed Call data with individual contracts when appropriate.
3. Touch 2: Leave voicemail or text stating the deadline again on a different day.
   1. Touch 2 not required for contracts when coaching is a choice for points.

**Second Missed Appointment within a Deadline Timeframe**

(Examples: contracts with quarterly requirements or Dollar General’s Tobacco Cessation requirement to engage within 45 days of registration or last session)

* Leave a voicemail (E.g., “Sorry we did not connect today for your scheduled coaching session. I will not be reaching out again about scheduling or deadlines. I will leave it in your hands if you choose to continue with the program and meet the deadlines. Please feel free to …click back through the action card…(or log in to USCW, whatever action is relevant to the contract) to access the calendar. Have a great day!”)
* There does not need to be any further outreach by the coach.

**Coach responsibility**: Call at the scheduled appointment time, clearly state the deadlines and offer a next step for the client if a call is missed.

**Client responsibility**: Answer the phone and complete the coaching session as scheduled. If the session does not happen as scheduled, it is up to the client to set up another session and to do so within the contract’s specific deadlines.